



Case Study



Suffolk Bus Corporation charts a new path for county-wide paratransit service

A forward-thinking operator modernizes their paratransit software for better service performance and rider experience.



50%

fewer customer complaints



35%

fewer no-shows



5%

immediate increase in on-time performance



“It made a tremendous difference in the routing. With the new software, we’re able to serve more people and the drivers are extremely happy with it.”

– **Rose Bedell**, Director, Paratransit Operations

Location:

Suffolk County, New York

Geography:

Urban, suburban, rural

Use case:

ADA paratransit

The bottom line.

Suffolk Bus Corporation (SBC) chose Via as their new software provider as they transitioned their operation off of their legacy platform. The 900-square mile zone with complex geography and long trips made it challenging to serve their 2,500 daily rides. Their goals included streamlining their operations and improving the efficiency of their scheduling and dispatch systems, without compromising service outcomes and rider experience.

Tell me more.

Via successfully completed a robust change management program for all roles that are affected by the software transition, including one-on-one sessions with drivers, reservationists, schedulers, dispatchers, and system administrators.

Via’s data science team worked diligently to migrate 30,000+ rider profiles onto the Via platform. SBC saw meaningful improvements just weeks post-launch, including a 27% decrease in onboard time, even with a 6% increase in trip volume.